

QUALITY BOARD



What is a Quality Board?

Tracking a quality improvement project by an improvement team is crucial to engaging the team and understanding the current performance of your project. One of the key principles of the Lean methodology is visual management. A Quality Board is a highly effective tool for teams to continuously monitor system performance throughout the course of quality improvement projects.

Think of your Quality Board as your communication channel. Include items such as:

- Project Name
- Team Picture/Logo
- Project Charter (A3)
- Communication plan
- Process map
- Measurement plan
- Pareto and run charts

A Quality Board:

- Allows teams to visually track their analysis phase, action plan and results.
- Shows linkages between their analysis, action items and results and helps drive the 'Improvement' PDSA phase.
- Helps engage team members who are responsible for the board to instantly see how their ideas and efforts are working.

The Quality Board should be posted somewhere that is frequently visited by staff and should be updated at a minimum weekly by the team.

For regional projects or projects that include multiple sites, an electronic board on SharePoint or Teams works the best.